



May 31, 2012

805 Central Expressway South
Suite 200
Allen, Texas 75013

Phone 972-908-4415
Fax 214-383-2737
Email: kimberly.a.douglass@ftr.com

Mr. Dave Danner
Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, WA 98504-7250

Subject: WAC 480-120-439 – April 2012 Service Quality Report

Dear Mr. Danner:

Pursuant to WAC 480-120-439, enclosed is the Frontier Communications Northwest Inc. Service Quality Performance Report for April 2012.

Central office level detail is marked "Confidential per WAC 480-07-160" as it includes access line count and activity information that would have economic value to the Company's current and potential competitors, such as in determining when and where to begin or modify competitive operations. In addition to the information required by WAC 480-120-439, we are also enclosing a twelve month running trouble report document at the request and for the convenience of the Commission Staff.

If you have any questions concerning this report, please call me at 972-908-4415.

Sincerely,

A handwritten signature in black ink that reads "Kim Douglass". The signature is written in a cursive style with a long horizontal flourish at the end.

Kim Douglass
Manager - Regulatory Affairs

Enclosures